



October 2021

MMLIS Contact List

Please call our toll-free number 1-800-542-6767

Representative Services Hours of Operation: 8:00 a.m. ET – 6:00 p.m. ET

Please note: The telephone system automatically routes your call to the correct regionalized specialist.

Option 1 Representative Services <ul style="list-style-type: none"> Option 1 General Inquiries Option 2 Wealth Management Services (WMS) Operations Option 3 VA Order Entry 		Option 4 U.S. Insurance Group Compliance <ul style="list-style-type: none"> Option 1 Customer Relations Option 2 Sales Material Review Option 3 Firm Element CE Questions 	
Option 2 Trading <ul style="list-style-type: none"> Option 1 Equities, Mutual Funds, and Options Option 2 Fixed Income Option 3 Home Office/Client Trading Option 4 Corporate Actions 		Option 5 Securities Registration & Licensing	
Option 3 Wealth Management Services (WMS)		Option 6 MMLIS Compensation	
OPTION #	OPTION	SUB OPTION	WHAT WE CAN ASSIST YOU WITH
1, 1	Representative Services	General Inquiries	<ul style="list-style-type: none"> UAO, paperwork requirements and status Money movement Wealthscape PIN resets
1, 2	Representative Services	Wealth Management Services (WMS) Operations (formerly CRIA)	<ul style="list-style-type: none"> UAO, paperwork requirements and status for WMS Money movement for WMS
1, 3	Representative Services	VA Order Entry (VAOE)	<ul style="list-style-type: none"> System support and navigation
2, 1	Trading	Option 1 Equities (Option 2,1,1) Option 2 Mutual Funds (Option 2,1,2) Option 3 Options (Option 2,1,3)	<ul style="list-style-type: none"> Equities, mutual funds, and options trading Corrections requiring market action or related to equities, options
2, 2	Trading	Fixed Income	<ul style="list-style-type: none"> Fixed income trading and bond analysis Corrections related to fixed income
2, 3	Trading	Home Office/Client Trading	<ul style="list-style-type: none"> Trading for home office employees and clients
2, 4	Trading	Corporate Actions	<ul style="list-style-type: none"> Voluntary corporate actions information
3	Wealth Management Services (WMS)	Wealth Management Services (WMS) Operations (formerly CRIA)	<ul style="list-style-type: none"> Opening WMS account, UAO, paperwork requirements and status for WMS Money movement for WMS
4, 1	U.S. Insurance Group Compliance	Customer Relations	<ul style="list-style-type: none"> Written customer complaints
4, 2	U.S. Insurance Group Compliance	Sales Material Review	<ul style="list-style-type: none"> Sales material review inquiries
4, 3	U.S. Insurance Group Compliance	Firm Element CE Questions	<ul style="list-style-type: none"> Questions regarding firm element continuing education
5	Securities Registration & Licensing		<ul style="list-style-type: none"> FINRA and state license requirements Investment Adviser Representative (IAR) affiliation requirements FINRA exam requirements MMLIS overview
6	MMLIS Compensation		<ul style="list-style-type: none"> Commission blotter/statement details Commissions on demand Debt balance Questions on resolving held compensation

BROKER-DEALER MAILING ADDRESS		FINANCIAL PLANNING MAILING ADDRESS	
Overnight Mail ¹	Standard Mail	Overnight Mail ²	Standard Mail
MML Investors Services, LLC c/o Conduent G-1411 1295 State St. Springfield, MA 01111	MML Investors Services, LLC P.O. Box 9062 Springfield, MA 01111	MML Investors Services, LLC c/o Conduent G-1411 1295 State St. Springfield, MA 01111	MML Investors Services, LLC P.O. Box 9058 Springfield, MA 01111

¹Overnight Broker-Dealer Mail: <ul style="list-style-type: none"> Use blue mail pouch to send all paperwork to MMLIS, except financial plans. Detached offices should send all paperwork to the core agency for processing and mailing to MMLIS. 	²Overnight Financial Planning Mail: <ul style="list-style-type: none"> Every agency has access to UPS Campus Ship System. When creating a package for Financial Plans, use option “MMLIS Commissions/Financial Planning.” A label will be created with this overnight address.
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NAME	EMAIL ADDRESS/CONTACT	WHAT WE ASSIST YOU WITH
Bond Desk³	bonddesk@MassMutual.com	<ul style="list-style-type: none"> Fixed Income or UIT corrections, requests for bond analysis reports and general Fixed Income queries (e.g., commissions, settlement cycle)
Cashiering⁴	mmliscash@MassMutual.com	<ul style="list-style-type: none"> Requests to expedite money movement into or out of brokerage accounts
Compensation	mmlcompinquiry@MassMutual.com	<ul style="list-style-type: none"> MMLIS Service Continuation Agreements Vendor reimbursements/seminar fees Questions concerning commission rates received from vendor or status
Employee Trading³	employeetrading@MassMutual.com	<ul style="list-style-type: none"> General queries regarding employee or client accounts
Entitlements	nfsinternet@MassMutual.com	<ul style="list-style-type: none"> Access requests for Wealthscape, Wealthscape Investor, MMLIS WMS Platform (ENV2) Linking of clients’ accounts for Wealthscape Investor, linking RR2s to Wealthscape for advisors and their assistants
Equities³	equities@MassMutual.com	<ul style="list-style-type: none"> Equity corrections or general securities queries
Financial Planning Operations	FinancialPlanningOperations@MassMutual.com	<ul style="list-style-type: none"> Billing Commissions Fee payments Status Ongoing plans
Fortuna	FortunaVIP@MassMutual.com 1-855-877-6164	<ul style="list-style-type: none"> Program information, general queries, operational and technical support
MMLPS	mmlps@MassMutual.com	<ul style="list-style-type: none"> MMLPS qualification requirements Forms, allowable investment platforms, fee billing and payment receipt, annual reviews and services agreement changes
Morningstar Snapshot Requests	Your Firm Investment Specialist	<ul style="list-style-type: none"> Morningstar Snapshot requests
Mutual Fund Trading³	mutualfundtrading@MassMutual.com	<ul style="list-style-type: none"> General mutual fund queries
Non-purpose Loans	mmlisnpl@MassMutual.com	<ul style="list-style-type: none"> Questions and assistance regarding MMLIS non-purpose loan offerings
PRC Submissions	prcsubmissions@MassMutual.com	<ul style="list-style-type: none"> Pension Resource Center good order review during the submission process
PRC Sales	mprcsales@MassMutual.com	<ul style="list-style-type: none"> Support of the sale of employer-sponsored retirement plans
Product	mmlisproducts@MassMutual.com	<ul style="list-style-type: none"> BD and Advisory product inquiries
Recon (legacy MSI only)	msirecon@MassMutual.com	<ul style="list-style-type: none"> AUM or data discrepancies in Envestnet CCR (legacy MSI data aggregation)
Research & Resolution	mmlisirr@MassMutual.com	<ul style="list-style-type: none"> Handles a broad array of specialized inquiries (e.g., research, corrections, etc.)
Sales Tools	salestools@MassMutual.com	<ul style="list-style-type: none"> eMoney/PFV linking Morningstar Workstation subscriptions and inquiries
Service	mmliservice@MassMutual.com	<ul style="list-style-type: none"> General direct and brokerage related questions

FOR BROKER/DEALER USE. NOT FOR USE WITH OTHER AUDIENCES.

NAME	EMAIL ADDRESS/CONTACT	WHAT WE ASSIST YOU WITH
Training	bdtraining@MassMutual.com	<ul style="list-style-type: none"> • Access and assistance with MMLIS Distance Learning • MMLIS product and program training requirements
Transfer of Assets⁴	toa@MassMutual.com	<ul style="list-style-type: none"> • Requests for status, escalation, or follow up on TOA receives/deliveries in brokerage accounts • Important note: This email box is not to be used to initiate a TOA
Transitions	Your MMLIS Transition Support Consultant	<ul style="list-style-type: none"> • Only for firms hiring an experienced advisor and who qualify for experienced advisor support • Assistance with legal docs, business profile supplement, experienced advisor profile
Variable Life Suitability	vlsuitability@MassMutual.com	<ul style="list-style-type: none"> • Suitability review during the submission process
WMS Investment Policy Rules	advisorymonitoring@MassMutual.com	<ul style="list-style-type: none"> • WMS Investment policy (IP) rules or WMS violations surveillance and processing
WMS Product	mmliswmsproducts@MassMutual.com	<ul style="list-style-type: none"> • WMS platform, programs, and product questions including billing, fees, training and licensing requirements
WMS Sales	Investnet Sales Desk Investnet Platform Consulting Investnet PMC Overlay Services Investnet PMC Portfolio Consulting Services (OCFD)	<ul style="list-style-type: none"> • WMS sales and investment related assistance contact 1-855-769-0806 • WMS proposals and navigation assistance contact 1-844-280-7015 • Investnet PMC Overlay Services phone: 1-972-996-5404; email address: pmcoverlayservices@investnet.com • Investnet PMC Portfolio Consulting Services email address pmcconsultingsales@investnet.net
WMS Service	wmsservice@MassMutual.com	<ul style="list-style-type: none"> • General WMS operational questions, raise cash, terminate requests, PIP/SWP updates

³ Please note that trades cannot be accepted if sent to this email box. They must be called into the desk or submitted directly by the registered representative.

⁴ Checks must be made payable to National Financial Services, LLC and are acceptable in any of the following formats:
 • National Financial Services, LLC • National Financial Services • NFS, LLC. All others cannot be accepted.

In addition, the Broker-Dealer name (MML Investors Services, LLC) may not be referenced anywhere in the “Payee” field of the check, even if it is intended to be part of the mailing address. While the address for Inbound Services is “MML Investors Services, LLC C/O NFS,” that information cannot be printed in the “Payee” field.

NOTE:

- For Annuity and Direct business, checks must be made payable to the carrier/sponsor/mutual fund company and not NFS. Financial Planning checks must be made payable to MML Investors Services, LLC.
- For all checks sent to NFS, include the deposit account number in the check memo field.
- For retirement contributions, write the year of the contribution in the memo field of the check. Otherwise, the deposit will default to the current year.

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